

FAQ for the new web portal.

Where do I begin?

The first place to go is the DR Administrative website at www.dradmin.com.

Then where do I go?

After getting to the website look to the top right and click on the LOG IN button. That will bring you to the web portal.

What if I am an employer level?

Click on the EMPLOYER tab. You will now need to create an account by clicking on the CREATE ACCOUNT button on the lower right.

What if I am a member?

Click on the MEMBER tab. You will now need to create an account by clicking on the CREATE ACCOUNT button on the lower right.

Where do I get the Group Code?

You can get this from your human resources department or call or email our office.

What should I use as a Username and Password?

You will choose your own username and password. Please make sure that you note them down exactly as you entered them. Uppercase and lowercase count.

What happens after I submit the information?

After you submit the information you will have to wait for an email confirmation. When you get the email, follow the directions included to verify your account.

What email account should I use?

Any working email account will work. Since you will be emailed right after creating your account, you should have access to the email to get the verification email which takes a few minutes.

I am an employer level, now what?

From this level you can generate reports (currently a census and claims paid), enroll or terminate employees, set up additional employer level people by clicking on SET UP, etc.

How will I know I have a report ready?

Any time we send you a report or you ask for a report on the web portal, you will be emailed when it is ready and then you must sign on, go to messages, and retrieve the report or message.

I am a member level, now what?

From this level you can check your claims to date, print an EOB, make changes to your family status.

What about claims from before the May 1st conversion?

These claims are in the system and can be viewed on the portal. You will not be able to print them yet.

What is the GUIDED TOUR?

We strongly recommend taking the GUIDED TOUR after you are verified and sign back on. It reviews all the capabilities of the portal.

What if I have additional questions?

Feel free to call or email our office.